

USPS Report on PRC Rate and Service Inquiries for May 2011

The Postal Regulatory Commission referred 39 inquiries to the Postal Service in May. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (26) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (5) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (8) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topics are being highlighted for their possible interest to a larger audience.

Mail Receptacle Full of Mail – If a letter carrier notices that a mailbox has filled up to the extent that no more mail will fit in the mailbox and it is apparent that the dwelling unit is vacant, the mail is brought back to the office and returned to sender identified as "vacant property". If a mail receptacle is deemed by the carrier to be full and the letter carrier knows that customers still live at that location, the mail is brought back to the office and handled as "Hold" mail. This mail will be held for 30 days. A PS Form 3849 (Delivery Attempt Notice) is left in the mail receptacle. For more information please visit frequently asked questions (FAQ's) on the Post Office website.

How to file a Change of Address when multiple people are moving from household – If some members of the household with the same last name are moving to a new household together, but others are staying, customers need to fill out a separate Change of Address (COA) form for each person moving using the "individual" option. If members of the family with different last names are moving together to the new household, but others are staying, customers also need to fill out a separate COA form for each person moving using the "individual" option. If the entire family is moving to the same address, and each member has the same last name, only one COA form is needed using the "family" option. For more information please visit, frequently asked questions (FAQ's) on the Post Office website.

How to file a Change of Address for business customers – A business can submit a Change of Address (COA) request to have all mail for the business forwarded to a new address using the regular PS Form 3575 (Change of Address Form) or by submitting an Internet Change of Address (ICOA). If customers are the owner of a home business and receive mail addressed to the business as well as to individuals at the residence, to have the mail forwarded correctly when moving, customers will need to file one COA in the business name and one COA for each individual, or for the family. This is because it is possible for a family to stay at one address while the business moves, or vice versa.

A Change of Address may not be filed with the United States Postal Service for an individual's mail addressed to an organization, or addressed to the individual at his or her place of employment, business, or other affiliation either during or after the termination of the employment, business, or other relationship. The organization may change the address (but not the name) on mail to redirect it to those individuals. Therefore, it is the responsibility of the business to forward an individual's mail. For more information please visit, frequently asked questions (FAQ's) on the Post Office website.